

**POSITION DUTY STATEMENT**

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PM-0924 (REV 7/2014)

<b>CLASSIFICATION TITLE</b> OFFICE ASSISTANT (TYPING)	<b>DISTRICT/DIVISION/OFFICE</b> D-3 / Sunrise Mtce Region / 659	
<b>WORKING TITLE</b> OFFICE ASSISTANT (TYPING)	<b>POSITION NUMBER</b> 903-659-1379-xxx	<b>EFFECTIVE</b> January 2015

**As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation, and teamwork.**

**GENERAL STATEMENT:**

Under the close supervision of a Caltrans Maintenance Manager I, and lead guidance from an Office Technician or designee, the incumbent will act as receptionist and perform general office/clerical duties for the Sunrise Region Office. This will include but not be limited to: answering phones; greeting staff and guests; typing letters, memo, and forms; providing data entry using various computer programs such as Word, Excel, and Access; and file maintenance. The ability to type at least 40 wpm is highly desirable; possess of a valid driver's license is desirable.

**TYPICAL DUTIES:****Essential (E)/Marginal (M)**

- 50% (E) Answer incoming telephone calls, properly directing calls to appropriate staff or writing clear, concise messages. From template, type letters and memos; complete forms such as injury reports, vehicle accident reports, and other miscellaneous personnel forms; greet guests and provide general clerical work including photocopying, sending/receipt of facsimiles, and file maintenance.
- 25% (E) Distribute mail within the Region Office complex and satellite offices, including mail runs to the Rancho Cordova Post Office; receive, sort and distribute incoming mail from the US Post Office, UPS, Federal Express, and other shipping companies; record incoming certified mail; process outgoing mail which includes wrapping, packaging, weighing, and affixing postage; and document daily postal meter usage.

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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15% (E) Assist Office Technician with setting-up interviews, which includes typing and sending letters to the candidates. Enter miscellaneous data onto Excel and Access spreadsheets. Track various monthly reports, providing data at the request of the supervisor.

10% (M) Assist with preparing personnel documents such as winter upgrade forms, out-of-class paperwork, organizational charts, and employee rosters.

**SUPERVISION EXERCISED OVER OTHERS**

This position does not supervise.

**KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

Knowledge of: Field Maintenance; accounting procedures; personnel procedures and policies; responsibilities and limits of maintenance functions; general office procedures, phone etiquette, and proper filing procedures. Incumbent must be multi-task oriented, as this office is very busy with heavy workloads and many interruptions. Incumbent should possess good hearing, be able to handle emergency situations effectively, and be available to work alternate shifts and overtime when requested. Must be able to take directions & follow through concerning job performance to better understand field office procedures

Ability to: Understand and utilize provisions of Maintenance Management Systems; interpret and execute instructions in various manuals and procedural directives; perform routine clerical work; deal tactfully with other employees, the public and other agency personnel. Must maintain confidential issues related to the operation of the Region Office and staff. The ability to type at least 40 wpm is desirable.

Ability to work effectively alone or with others.

Must have the ability to use good judgment and make sound decisions.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Errors may also cause a waste of time and waste of tax dollars.

**PUBLIC AND INTERNAL CONTACTS**

Required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. May have contact

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with other public agencies and private individuals almost daily in the course of assignment. Contact may be with hostile public, and employee is expected to maintain a favorable public image for the State.

### ***PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS***

Note: For standing, walking and sitting, along with several other activities, typical duties are used as examples in various situations to give ranges for the activities.

Standing, Sitting and Walking are described to equal 100% of the work time for a given period such as a work shift. The following are various situations and percentages given to illustrate typical ranges of time spent sitting, standing and walking:

- A. Standing and walking in office – 20%:
- B. Sitting - 60%.
- C. Bending – 10%
- D. Carrying less than 10 lbs – 10%

Lifting (Floor to desk/file cabinets) – Items listed may be any of the following but not limited to: boxes of files from desk and/or floor to file cabinets. May lift boxes of supplies to put away on supply shelves from floor to desk or table.

Carrying – Move supply boxes from floor to desk. Picking up mail from mailbox and distributing, carrying paper supplies to copy machine.

Overhead reaching – Grasping packages of paper from over the copier to load in copier. Putting away supplies on supply shelves.

Other Reaching – Picking up mail, distributing to mail slots.

Bending/Crouching/Squatting/Crawling – Bending to pick up paper, supplies, distribute mail.

Simple Grasping – This activity is necessary about 95% of the shift, moving papers on desk and counters, using writing instruments (pencils/pens, etc.) and handling work materials.

Fine Manipulation – This occurs in typing projects and assignments, writing sorting papers, filing, etc.

Importance of hearing – Essential on the job in answering telephones.

**WORK ENVIRONMENT**

Required to work in office setting that is high traffic volume, often dealing with many interruptions from this and a high volume of telephone calls. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete regular work assignments.

During the winter months the workweek is normally 5/8-hour days. May be required to work overtime due to storms, emergencies, special work projects, or when the Supervisor deems that it is in the best interest of the State to work overtime.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)	DATE
EMPLOYEE (Signature)	DATE

I have discussed with and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)	DATE
SUPERVISOR (Signature)	DATE